

E-911 COMMUNICATIONS CENTER

Statement of Purpose

The Catawba County E-911 Communications Center provides emergency and administrative communications for the citizens of Catawba County by placing them in touch with public safety and related government service agencies. To be prepared for daily communications traffic and emergencies requiring adequate numbers of trained personnel. To have the most current state of the art computerization along with radio/telephone technology to assure that saving lives and property can always be attained.

Outcomes

1. To ensure citizens receive prompt medical care, the Communications Center will dispatch the appropriate agency within one minute from the time the call is received in 90% of HOT calls, which are emergency or life-threatening calls; and to dispatch serious, but not life-threatening calls within 90 seconds 80% of the time. This procedure will be implemented by June 2006. Reports will be provided on a quarterly basis showing the progress of this outcome.
2. To promote enhanced service to and more effective communication between the 911 Center and other external agencies, the 911 Center will:
 - a. To educate and familiarize at least 90% of nursing facilities and doctors' offices about dispatch procedures for all medical calls to ensure external agencies are familiar with Communications Center procedures and the information Telecommunicators need for dispatch by June 30, 2006. A survey will be sent to participating agencies to determine effectiveness and anticipated reduction in dispatch times.
 - b. Appoint and train at least three Telecommunicators for participation in the Telecommunicator Emergency Response Team (TERT), which aids other public safety Communications Centers in times of disaster throughout North Carolina by June 30, 2006. In the event of a disaster, FEMA will complete a survey and evaluate our team on performance, response, and availability, that would be sent to Catawba County's Emergency Services Director.
3. The County's new Voter Receive System should be completed and operational by July 2005. This new system, with receive sites at Banoak Water Tank, Bandy's Water Tank, Maiden East Water Tank, Anderson Mountain, Baker Mountain, Justice Center Tower, 16N Water Tank, and Catawba Rescue Base, will enable the Communications Center to better communicate with and provide information to

the field units (Fire, EMS, Rescue, and Law Enforcement) as they service the citizens in the County. These new receive sites have two objectives:

- a. To achieve 95% in-building coverage for light to medium buildings by June 30, 2006. This will be evaluated by a "Signal Strength Test", which divides the County into grids, and the test provides the coverage information for that grid.
- b. To achieve 100% mobile-to-mobile communications which will allow the field units to talk from one side of the County to the other without relying on the Communications Center to relay traffic by June 30, 2006. Again, this will be evaluated by a "Signal Strength Test", which divides the County into grids, and the test provides the coverage information for that grid.
- c. To enable the Communications Center staff to switch 90% of all major incidents to a tactical channel, helping to keep our main channels clear from over-crowding when numerous incidents (motor vehicle accidents, structure fires, medical calls, etc.) occur. This will be evaluated by June 30, 2006, to determine the effectiveness of this procedure.

Communications Center

Organization: 280100

	2003/04 Actual	2004/05 Current	2005/06 Requested	2005/06 Approved	Percent Change
Revenue					
Miscellaneous	\$975	\$0	\$0	\$0	0%
General Fund	1,169,821	1,222,956	1,234,045	1,232,455	1%
Total	\$1,170,796	\$1,222,956	\$1,234,045	\$1,232,455	1%
Expenses					
Personal Services	\$1,005,893	\$1,113,468	\$1,087,560	\$1,087,560	-2%
Supplies & Operations	164,903	109,488	146,485	144,895	32%
Total	\$1,170,796	\$1,222,956	\$1,234,045	\$1,232,455	1%
Employees					
Permanent	24.70	25.00	24.00	24.00	-4%
Hourly	2.30	2.30	3.40	3.40	48%
Total	27.00	27.30	27.40	27.40	0%

Significant Changes:

The budget includes a decrease of 1 FTE. In Fiscal Year 2003/04, this position was moved from the Information Technology Center to the Communications Center to manage the Radio Frequency Upgrade. This project has been completed and the FTE will move back to the Information Technology Center.